

This communication should be viewed by:
Facility/Practice staff

Updated Contact Details for Claim Dispute Inquiries and Questions

MVP Health Care® (MVP) values your contributions in supporting our Members and remains dedicated to ensuring your interactions with MVP are as efficient as possible.

MVP wants to make you aware of a change that will ensure a comprehensive and efficient review of claim disputes, adjustments, and related inquiries.

- **Effective April 1, 2026, MVP will no longer use fax number 518-386-7417 for these types of inquiries**
- **You will find this information exclusively by signing in to your MVP Provider Online Account**

If you do not have an MVP Provider Online account, you can complete the online registration process on the MVP website. Please visit mvphealthcare.com/Providers and select *Register*.

- For technical issues, email e-Support@mvphealthcare.com or call **1-888-656-5695**. MVP eSupport is available Monday-Friday, between 8:30 am and 5 pm
- For educational videos that will show you how to submit required documentation, please visit mvphealthcare.com/providers/education